

# APPEAL

A Texture Modified Foods Program



CULINARY SERVICES GROUP



Developed by CSG in Collaboration with Lyons Magnus



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At Culinary Services Group (CSG), our mission is to improve the quality of life for those we serve - and we serve a diverse population with varying physical, mental, and emotional needs. It was in recognizing both our clients' and customers' needs that our Appeal Program and now, its Manual was created.

Dysphagia, the difficulty or inability to chew or swallow, affects an estimated 12% of hospitalized patients and up to 50% of long-term care patients. Others we serve, such as those with disabilities, also combat a variety of ailments that may interfere with the ability to chew or swallow. In cases where a ground or purée diet is recommended, the standard food presentation can be so visually unappealing that diners may elect to rely solely on supplements, or refuse to eat altogether. This is costly to both the individual and to the facility as it can lead to weight loss and/or malnutrition, but it can be addressed.

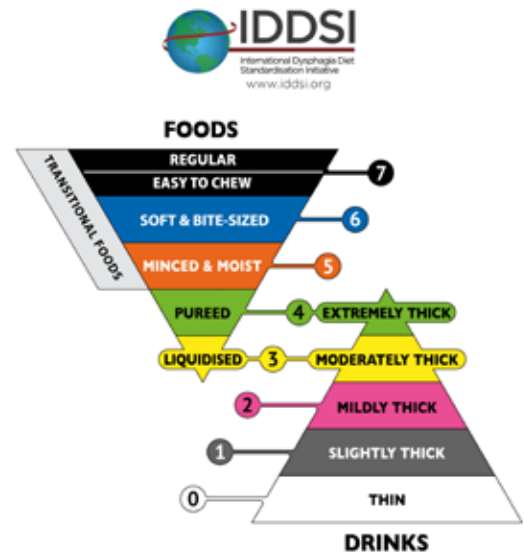
Research in food labs across the US supports what you already know: when food looks good, people want to eat it. In fact, food presentation alone can be used to boost appetite and make the food itself be perceived as tasting better. We leverage this scientific knowledge in our Appeal Program, which is designed to maximize nourishment for individuals on a modified texture diet by appealing to their sense of sight, in addition to taste and smell. Food is artfully shaped and presented to resemble the familiar foods our customers have eaten all of their lives, so they recognize what they are eating, and the facility staff knows what is being served.

Our aim is to keep our customers well nourished by stimulating their appetites and increasing their mealtime food consumption. Beyond improving the quality of life for the individual, family members are also happier when their loved ones are eating more and enjoying their meals once again. By increasing satisfaction amongst our customers, clients, and their families, we are able to reduce weight loss and malnutrition, leading to an overall healthier population.

Culinary Services Group has partnered with Lyons Magnus to develop the Appeal Program Manual, creating a standard of food presentation that can be replicated consistently across all of our communities. This Manual includes: our philosophy and approach, step by step instructions on how to create these remarkable dishes, and a road map for implementing the Appeal Program. Join us in improving the lives of those we serve by

utilizing this Manual in practice.

In order to ensure consistency across CSG facilities, correct terminology must be established. Below you will find a chart from The International Dysphagia Diet Standardisation Initiative, creating a visual reference point for correct terminology and outlining where consistencies may be referred to as food or drinks.



Copyright: The International Dysphagia Diet Standardisation Initiative 2016  
@ <https://iddsi.org/framework/>

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# Philosophy and Practices

At CSG we have a food-first philosophy, meaning we always offer real food first. All of our food, regardless of texture, is made from scratch using the freshest ingredients possible. We utilize Chef crafted recipes to ensure our meals are constantly delicious and seasoned to perfection. Starting at the top of the IDDSI chart, Level 7 implies a “Regular” unmodified diet, which is where our food philosophy begins, but certainly not where it ends.

When we enter a Level 6 diet, we begin to look at texture and mechanically altered foods. Typically, the food has been chopped or processed to a size of 1/2”x 1/2” or smaller. These foods are often tested by our diet staff using a fork pressure method test. Biting is not required but chewing is. Therefore, CSG cooks are trained to cook foods soft enough in texture to allow residents enjoyment of the same meal options as those on regular diets.

Gravies and thick sauces are often used as well to keep items moist. This allows for easier swallowing. Any stews, casseroles, or soups will be modified as well to accommodate our residents on this diet. Foods on this diet can be fed or eaten using a spoon or fork.

The dietary staff at CSG are trained with a purée and modified food specialist. They will each spend time understanding the different levels of dysphagia set down by IDDSI. We also partner with the speech therapist in each community, ensuring that the right terminology is used, and that each community's residents' needs are met. Foods that fall under Level 5 are labeled Minced and Moist. These foods can again be eaten with a spoon or fork. Pieces will be processed down in food processors to 4mm. With the Appeal program at CSG we stand to set ourselves apart by molding our minced and moist foods with the addition of a purée. These foods will appear as the foods they are and be superior in presentation to a scooped product on a plate.



Pictured: mashed potatoes, stewed tomatoes, and salmon fillets plated with pear and jello molded to a flower shape to garnish

As we enter our level 4 purée diet, all our entrée proteins and vegetables will be molded with dignity to Appeal to residents prescribed this diet. We have introduced a specialized program that includes the same proteins that are on the menu for the day, served with the proper sauces and starches from that



day's menus. These puréed diet items are passed through mechanical strainers to ensure that residents don't receive any lumps or pieces after proteins are processed. Using our molds, piping techniques, and layering, we create plates that your residents will want to eat.

## Implementing Appeal

When any facility selects this program CSG ensures that we select a cook who is passionate about working in modified textures. Our goal is to prepare an inventory of items that our staff will be able to manage at any point and execute on all levels. By spending time in our flagship modified texture facility, we can give your unit's Appeal specialist a full spectrum of resources to implement any menu items into the proper textures. We also provide continued training at our corporate kitchen headquarters with our Executive Chef Matt Campbell. By providing presentations that are visually appealing, we set our goals to nourish your community and improve the quality of life for those we serve.



Executive Chef  
Matt Campbell



DOUGLAS SHISLER CDM, CFPP  
Food Service Director, Margaret Moul

Doug has been in the food service management industry for 30 years, and has been a certified dietary manager for 16 years. He is currently the PA state president of the Association of Nutrition and Food Service Professionals.

"I have always been passionate in making a difference in people's lives...Seeing smiles on people's faces because they can see and know what they are eating makes all the difference and that is rewarding enough."



LANCE DEJESUS  
Chef Manager, Margaret Moul

Lance has been in the food service industry for over 30 years. Creating food to improve people's happiness has always been his passion.

"...Most of all I love interacting with our residents. It gives me the most rewarding experience ever."



**Our food molds provided by Lyons Magnus and other manufacturers allow us to shape foods into the their natural forms.**

CSG teaches the technique of piping in pastry bags to give our food a refined look from many different perspectives.



We instill other techniques that give our food choices color and variation, enhancing contrast on the plate and allowing ingredients to stand out. From using special cutters to create grill marks to creating sauce designs with squeeze bottles, the results are guaranteed to enhance texture modified diets.



# Level 4 Purée: Direction Manual and Recipe Guidelines



Lyons Instant Food Thickener allows puréed and ground meals to look and taste like our original scratch cooking.



## Proteins:

### Puréed Beef and Steak

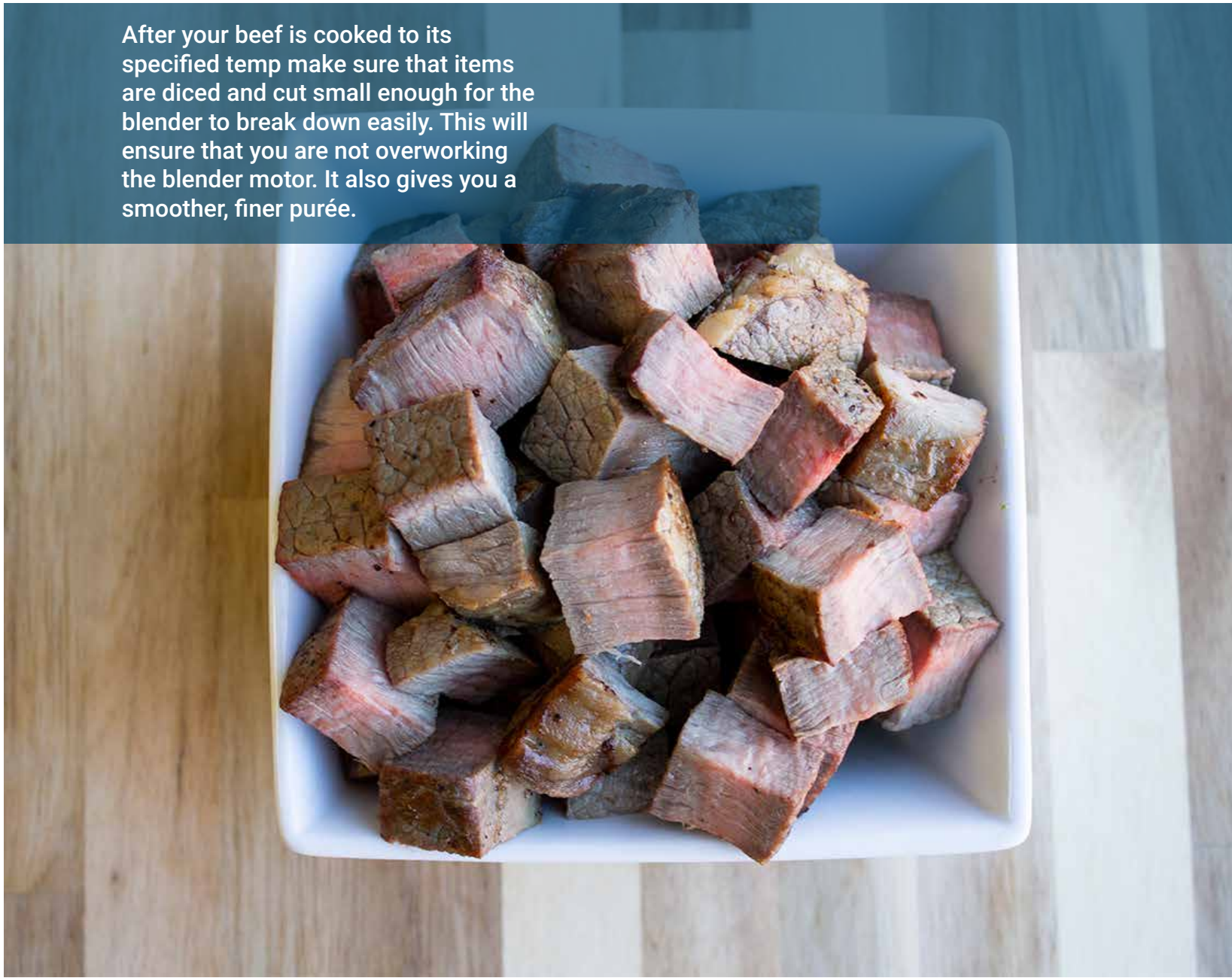
Make sure that in making our proteins you keep your flavors neutral so you can allow flexibility when it comes to flavor pairing and sauces on meal cycles. In making your puréed beef textures please note some of the basics.

- All whole beef items, non-ground, need to be cooked to a minimum of 145°F before converted to a purée.

- Any ground beef items such as burgers, meatloaf, and meatballs need to be cooked to 160°F before converted to a purée.
- When using the blender make sure that products going in are hot and remember to move quickly through the process as this will ensure that the puréed items get passed through the mesh strainers with more ease.

Below you will find the base recipe for beef and or steak products. You will note that the chop mold was selected for the example giving the product a bone in rib-eye visual appearance. The beef product used in the step by step photos is an eye round roast.

After your beef is cooked to its specified temp make sure that items are diced and cut small enough for the blender to break down easily. This will ensure that you are not overworking the blender motor. It also gives you a smoother, finer purée.





## Puréed Beef (Molded)

### INGREDIENTS:

Cooked Beef (ground, top round, eye round, sirloin)

Broth or Water

Lyons Instant Food Thickener

YIELD: 6 PORTIONS

1 lb. (cooked weight)

1 C.

½ C.



### PROCEDURES:

1. **Place** meat **in blender** with broth and food thickener.



2. **Blend on high speed for 3 - 4 minutes** and check consistency to make sure product is breaking down.



3. **Pass through drum sieve/tammy** with rubber spatula or scraper if necessary, to remove particles.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and liberally **spray with pan release**.





6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product** carefully and **store frozen, or place in refrigeration for service.**



SERVICE:  
Reheat molded steak in microwave on plate or combi steam oven at a minimum of 145°F held at 15 seconds.



## Puréed Chicken

In making your puréed and moist/minced chicken textures please note some of the basics:

- Cook all chicken to a minimum of 165°F internal temp before starting your purée textures.
- Have your broth ready and warm before you start.
- Break your chicken down into smaller pieces before you load your blender.
- This is a great way to utilize leftovers. Be mindful of any bones from picked chicken.
- When using any seasoned chicken be sure that all the spices breakdown thoroughly in the blender.

Below we have used roasted chicken breast for the purée. We also selected the half chicken mold to form it.

After your chicken is cooked to 165°F make sure that items are diced and cut small enough for the blender to break down easily. This will ensure that you are not overworking the blender motor. It also gives you a smoother, finer purée.





## Puréed Chicken (Molded)

### INGREDIENTS:

Cooked Chicken

Broth or Water

Lyons Instant Food Thickener

YIELD: 6 PORTIONS

1 lb.

1 C.

½ C.



### PROCEDURES:

1. **Place meat in blender** with broth and food thickener.



2. **Blend on high speed for 3 - 4 minutes** and check consistency to make sure product is breaking down.



3. **Pass through drum sieve/tammy** with rubber spatula or scraper if necessary, to remove particles.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and liberally **spray with pan release**.





6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product** carefully and **store frozen, or place in refrigeration for service.**



**SERVICE:**

Reheat molded chicken in microwave on plate or combi steam oven at a minimum of 145°F held at 15 seconds.



## Puréed Fish

In making your puréed and moist/minced fish textures please note some of the basics:

- Fish products can contain different levels of water so be mindful to thaw and drain thoroughly before cooking.
- Fish products must be cooked to a minimal internal temp of 145°F.
- If using a breaded product, you will need to counter with additional water or broth.
- Most fish proteins break down quite well in the blender but be sure to pass purées as this will remove any bones that might have been missed in packing.

After your fish is cooked to 145°F make sure that items are diced and cut small enough for the blender to break down easily. This will ensure that you are not overworking the blender motor. It also gives you a smoother, finer purée.





## Puréed Fish (Molded)

### INGREDIENTS:

Cooked Fish

Water

Lyons Instant Food Thickener

YIELD: 6 PORTIONS

1 lb.

1 C.

½ C.



### PROCEDURES:

1. **Place meat in blender** with broth and food thickener.



2. **Blend on high speed for 3 - 4 minutes** and check consistency to make sure product is breaking down.



3. **Pass through drum sieve/tammy** with rubber spatula or scraper if necessary, to remove particles.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and liberally **spray with pan release**.





6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product carefully and store frozen, or place in refrigeration for service.**



SERVICE:  
Reheat molded fish in microwave on plate or combi steam oven at a minimum of 145°F held at 15 seconds.



## Vegetables:

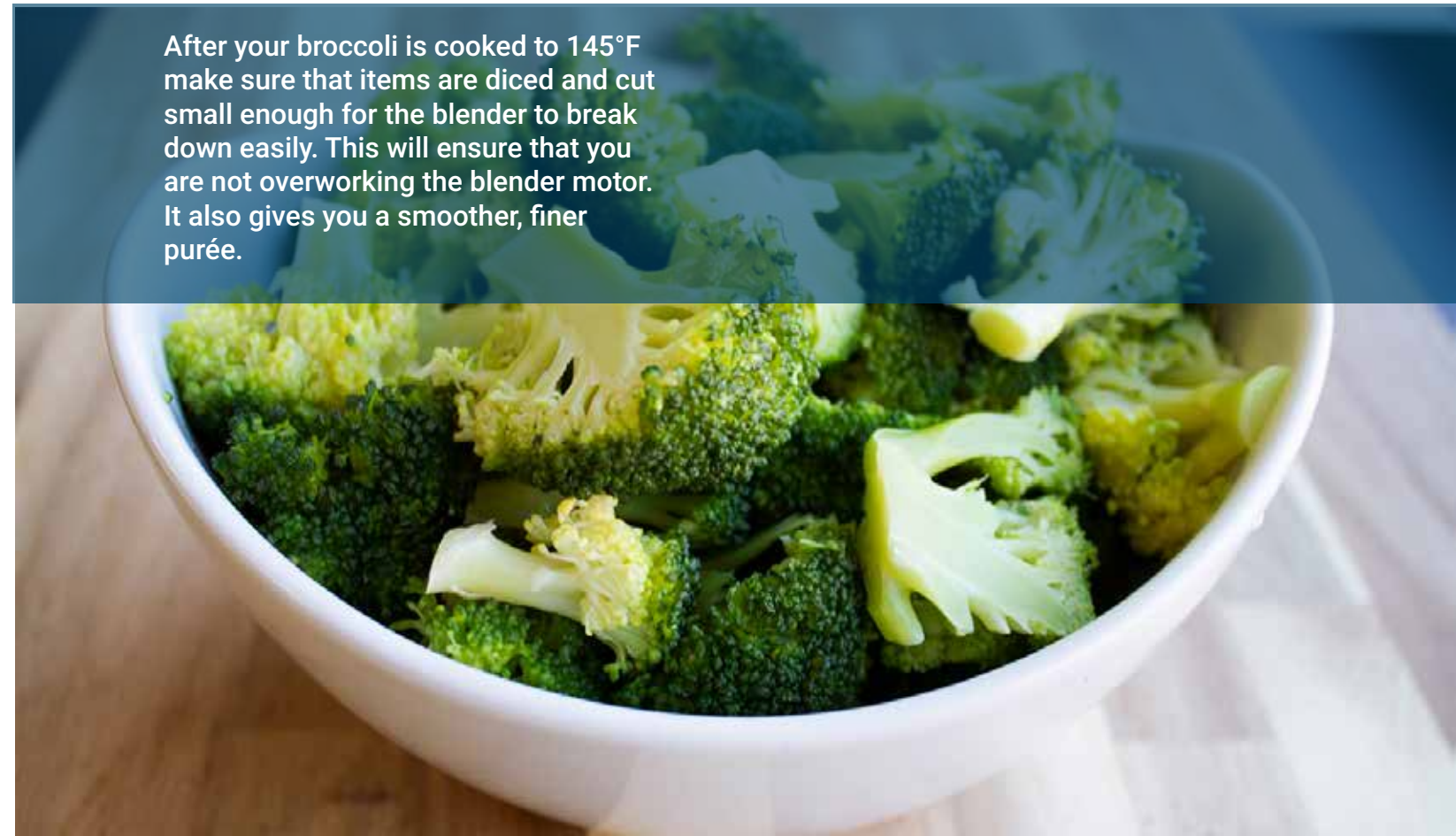
### Puréed Broccoli

In making your puréed vegetable textures please note some of the basics:

- Be mindful of how much water is drained, strained and pressed out of products before you measure and add your Instant Food Thickener product.
- Certain vegetables have to be passed through the sieve to remove seeds, skins, and other particles not suitable for puréed textures. Avoid tough, raw, or stringy vegetables such as celery, corn, and asparagus.
- Cook vegetables until fully tender and make sure they are moved to purée in processors and blenders while they are still hot.

Below you will find the example for broccoli purée using the broccoli stalk mold, however, a medium round pastry tip on a large plastic disposable piping bag can also be used to pipe one at a time in the mold, or freehand shapes.

After your broccoli is cooked to 145°F make sure that items are diced and cut small enough for the blender to break down easily. This will ensure that you are not overworking the blender motor. It also gives you a smoother, finer purée.





## Puréed Broccoli (molded)

### INGREDIENTS:

Cooked Broccoli

Hot Water

Lyons Instant Food Thickener

YIELD: 6 PORTIONS

1 lb.

1 C.

½ C.



### PROCEDURES:

1. Place meat in blender with broth and food thickener.



2. Blend on high speed for 3-4 minutes and check consistency to make sure product is breaking down.



3. Pass through drum sieve/tammy with rubber spatula or scraper if necessary, to remove particles.



4. Let mixture stand for 2 - 3 minutes so food thickener can activate.



5. Select mold pattern for use and liberally spray with pan release.

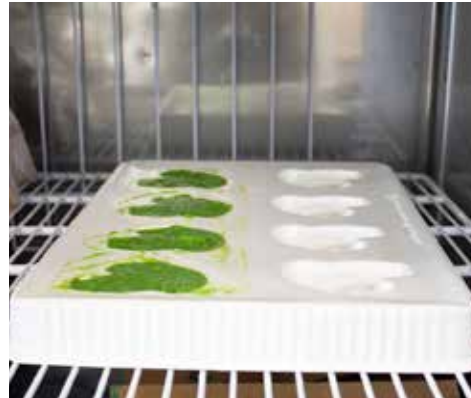




6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product carefully and store frozen, or place in refrigeration for service.**



SERVICE:

CCP: Reheat broccoli on plate to a minimum of 145°F with protein and starch if not mashed potatoes.

CP: Serve Immediately

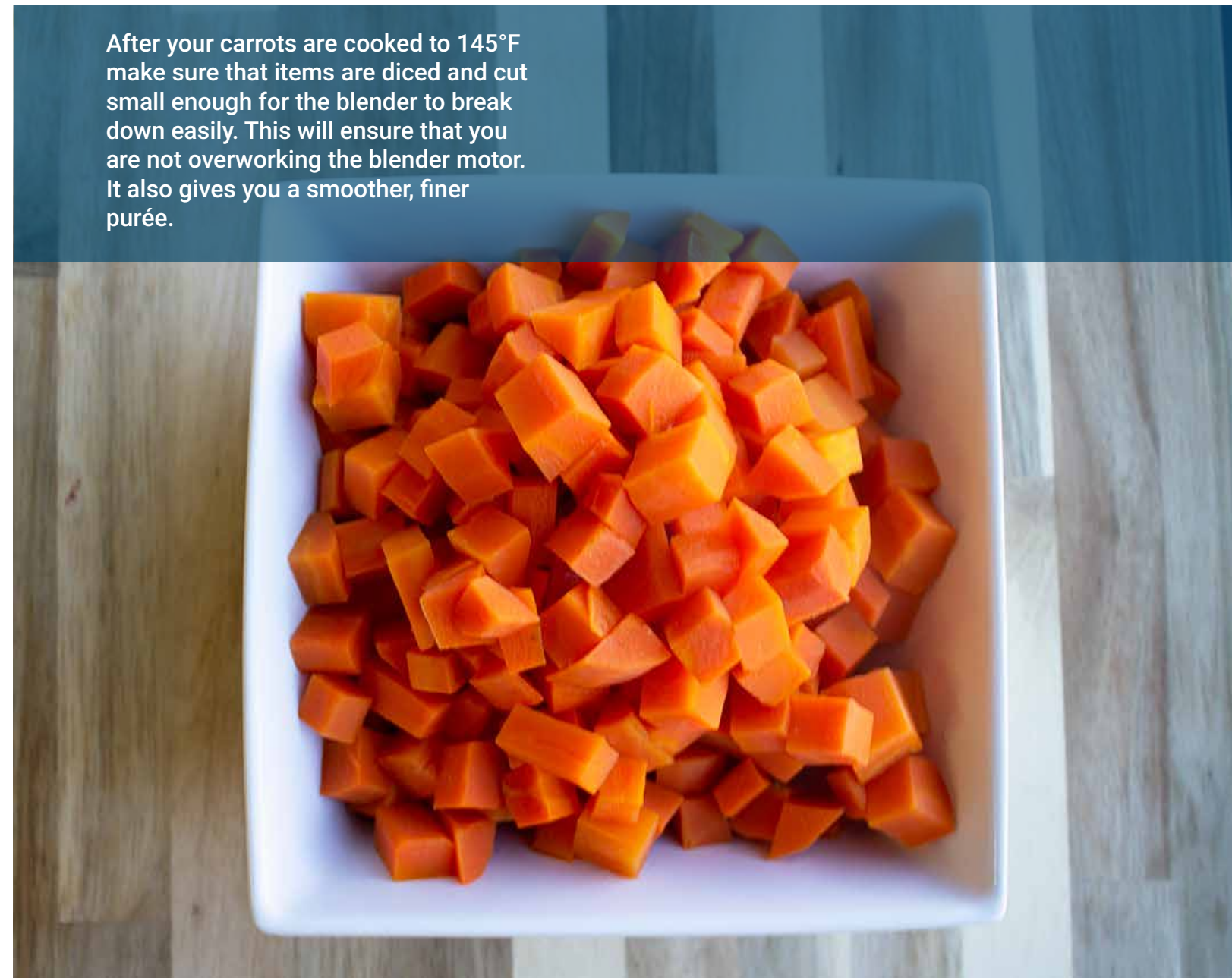


## Puréed Carrots

In making your puréed vegetable textures, please note some of the basics:

- Be mindful of how much water is drained, strained and pressed out of products before you measure and add your Instant Food Thickener product.
- Certain vegetables have to be passed through the sieve to remove seeds, skins, and other particles not suitable for puréed textures. Avoid tough, raw, or stringy vegetables such as celery, corn, and asparagus.
- Cook vegetables until fully tender and make sure they are moved to purée in processors and blenders while they are still hot.

After your carrots are cooked to 145°F make sure that items are diced and cut small enough for the blender to break down easily. This will ensure that you are not overworking the blender motor. It also gives you a smoother, finer purée.





## Puréed Carrots (Molded)

### INGREDIENTS:

Cooked Carrots

Hot Water

Lyons Instant Food Thickener

### YIELD: 6 PORTIONS

1 lb.

1 C.

½ C.



### PROCEDURES:

1. **Place meat in blender** with broth and food thickener.



2. **Blend on high speed for 3-4 minutes** and check consistency to make sure product is breaking down.



3. **Pass through drum sieve/tammy** with rubber spatula or scraper if necessary, to remove particles.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and liberally **spray with pan release**.





6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product** carefully and **store frozen, or place in refrigeration for service.**



SERVICE:  
CCP: Reheat carrots on plate to a minimum of 145°F with protein and starch if not mashed potatoes.  
CP: Serve Immediately



# Level 5 Minced and Moist: Direction Manual and Recipe Guidelines

## Minced and Moist Pork Roast, Sausage, Barbeque

In making your puréed and moist/minced textures please note some of the basics:

- Make sure to trim large amounts of fat when using products such as shoulder or chops.
- If using sausage make sure the grease has been thoroughly drained.
- Any ground pork products such as sausage should be cooked to a minimum of 160°F prior to puréeing or grinding
- In order to achieve a good molded texture on minced and moist product reserve a ½ lb. of puréed product to mix into every lb. of minced product. This will allow a better form to be retained when reheating on the plate.

Below is a detailed example of a minced and moist texture using pork shoulder.

### Minced and Moist Pork

#### INGREDIENTS:

Cooked and Chopped Pork (Shoulder, Loin, Ground)	YIELD: 6 PORTIONS
Broth or Water	1 lb. (Cooked Weight)
Lyons Instant Food Thickener	1 C.
	½ C.

#### PROCEDURES:

1. **Place** cooked meat **in blender** with broth and Ready Care.





2. **Pulse in blender briefly**, scrape down sides of the bowl **and repeat until food breaks down to a 4mm size**. Check consistency to make sure product is breaking down evenly.



3. **Mix minced product with 50% weight of puréed product** in separate mixing bowl.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and **liberally spray with pan release**.



6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours**.



8. **Unmold product carefully and store frozen, or place in refrigeration for service.**



**SERVICE:**

**CCP:** Reheat molded pork in microwave on plate or combi steam oven to a minimum internal temperature of 165°F.

**CP:** Serve Immediately





# Minced and Moist Vegetables

In making your puréed and minced moist/mechanical soft vegetable textures please note some of the basics:

- Be mindful of how much water is drained, strained and pressed out of products before you measure and add your Instant Food Thickener product.
- Certain vegetables have to be passed through the sieve to remove seeds, skins, and other particles not suitable for puréed textures. Avoid tough, raw, or stringy vegetables such as celery, corn, and asparagus.
- Canned soft cooked vegetables can be used to make smooth purées.
- Cook vegetables until fully tender and make sure they are moved to purée in processors and blenders while they are still hot.
- In order to achieve a good molded texture on minced and moist product reserve a ½ lb. of puréed product to mix into every lb. of minced product. This will allow a better form to be retained when reheating on the plate.

## Minced and Moist Carrots

### INGREDIENTS:

- Cooked and Chopped Carrots
- Hot Water
- Lyons Instant Food Thickener

### YIELD: 6 PORTIONS

- 1 lb.
- 1 C.
- ½ C.

### PROCEDURES:

1. **Place meat in blender** with broth and food thickener.



2. **Pulse in blender briefly**, scrape down sides of the bowl **and repeat until food breaks down to a 4mm size**. Check consistency to make sure product is breaking down evenly.



3. **Mix minced product with 50% weight of puréed product** in separate mixing bowl.



4. **Let mixture stand for 2 - 3 minutes** so food thickener can activate.



5. **Select mold pattern** for use and **liberally spray** with pan release.



6. **Portion scoop 3.5 - 4 oz green scoop and level off** with offset spatula.



7. Place product in **freezer to set for 2 - 3 hours.**



8. **Unmold product carefully and store frozen, or place in refrigeration for service.**



SERVICE:

CCP: Reheat carrots in microwave on plate or to a minimum temperature of 165°F with protein and starch if not mashed potatoes.

CP: Serve Immediately



# Minced and Moist Broccoli

## INGREDIENTS:

Cooked and Chopped Broccoli  
Hot Water  
Lyons Instant Food Thickener

YIELD: 6 PORTIONS

1 lb.  
1 C.  
½ C.

## PROCEDURES:

1. **Place meat in blender** with broth and food thickener.
2. **Pulse in blender briefly**, scrape down sides of the bowl **and repeat until food breaks down to a 4mm size**. Check consistency to make sure product is breaking down evenly.
3. **Mix minced product with 50% weight of puréed product** in separate mixing bowl.





4. Let mixture stand for 2 - 3 minutes so food thickener can activate.



5. Select mold pattern for use and liberally spray with pan release.



6. Portion scoop 3.5 - 4 oz green scoop and level off with offset spatula.



7. Place product in freezer to set for 2 - 3 hours.



8. Unmold product carefully and store frozen, or place in refrigeration for service.



SERVICE:

CCP: Reheat broccoli in microwave on plate or to a minimum temperature of 165°F with protein and starch if not mashed potatoes.

CP: Serve Immediately



## Piping Vegetable Techniques to Make Succotash

Follow the procedures above to make corn, roasted red pepper (canned), Lima bean (frozen) purées. Make them one at a time and pipe using a medium round pastry tip on a large plastic disposable piping bag. Pipe to about 5-6 inches in length. Freeze for 2-3 hours until fully set. Once set, using a sharp chef's knife cut into a large dice and mix the vegetables quickly while frozen. Return to freezer in zip lock bags until ready to plate and reheat.



# Testimonials

Please note that a majority of the residents at Margaret Moul are non-verbal, and may not have provided names or photos due to privacy reasons. Non-verbal residents' testimonials have been paraphrased by the faculty.

Our facility serves a unique population of individuals with neuromuscular disorders and severe physical impairments including a high risk level of aspiration. The much younger age group typically has a real aversion to mechanically altered foods, particularly ground and puréed textures. It has been my goal for many years that we could provide foods for individuals that have the appearance of whole foods. When discussing this with CSG management and particularly with Doug Shisler, I learned that Doug has had previous experience with the molded purée and ground food program. He readily agreed to get some training for his staff and we began serving the molded foods to those who are unable to eat a less modified consistency. Residents who have resisted these consistencies for many years are enjoying eating the food in a form that looks like the "real deal". I have observed many different items that have been molded and have tasted some of the items as well. The molded program has not increased the cost to our Facility. I would definitely recommend that any facility try this program. I believe it would increase resident satisfaction tremendously.

Dawne Kramer RN NHA  
Executive Director

Gwen's food no longer mixes or touches.

Melea likes that the puréed food looks like regular food.

Mike enjoys the texture and taste.



"I rather my food regular way but I know I can't but you guys make the puréed looks real as you can and I like it."  
- Wayne

Tammy likes the different selections and the creativity in plating.

Jimmy says that the food is cooked right and tastes good.

Linda says the food is consistent and neat, and looks realistic.



Megan says that the food looks nice and is visually appealing.



For more information  
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